



EMPOWERING NEW BEGINNINGS: SUPPORTING AFGHAN AND UKRAINIAN REFUGEE SETTLEMENT WITH A GENDER-SPECIFIC APPROACH

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HUTFLESS, MANJEET BADYAL,**

AGENDA



01. Introduction

**02. Historical learnings prior projects,
responsive needs-based supports**

**03. Enhancing economic integration for
Afghan and Ukrainian newcomers**

**04. World Education Services -
credential evaluation for Afghan &
Ukrainian clients**

**05. Breaking Barriers
empowering newcomer women -
exploring innovative supports and
approaches**



Who We Are:

Catholic Crosscultural Services (CCS) is a national non-profit organization in the Greater Toronto Area. CCS aims to empower immigrants and refugees of all religions, ethnicities, countries of origin, immigration status, sexual orientation, or political affiliation to develop the skills and acquire the necessary knowledge to settle, integrate and succeed in Canada.

Our Vision

A Canada where newcomers feel at home, thrive, and can contribute to society



**** ALL People Treated With Dignity,
Respect, Understanding & Without
Discrimination****

****Programs/Services Guided by
Catholic Social Justice Teachings****

HOW WE HELP

**Programs and Services offered in 30 languages
in 9 locations across Scarborough, Mississauga,
Brampton; and at community partners**

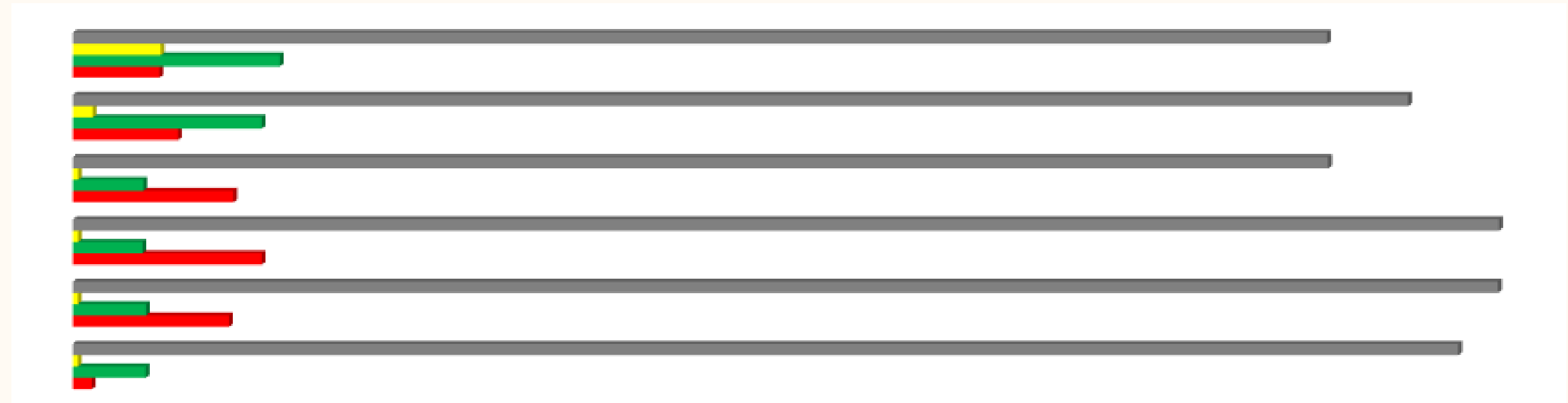
- **Settlement - adjust/integrate into Canadian society, connect with community-facing resources**
- **English language classes**
- **Employment supports**
- **Settlement Workers in Schools**
- **Women Support Services - includes VAW**
- **Refugee sponsorship training program**

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2015-Oct 2023 Service Data

Syrian, Afghan & Ukrainian Newcomers



Total # of Unique clients served
 Ukrainian Newcomers
 Afghan Newcomers
 Syrian Newcomers



PRIOR LEARNINGS

**Perspective serving Syrian Refugees
(Needs-based) - Forced migration due to war :**

- **Feelings of displacement, adjustment issues**
- **Psychological safety – Social networks limited**
- **Care Burdens**
- **Financial**
- **Inclusion in labour market**

PRIOR LEARNINGS



- **Housing**
- **Family composition**
- **English language communication**
- **Risk of exploitation**
- **Recreational activities**

NEEDS & OPPORTUNITIES - AFGHAN REFUGEES & DISPLACED UKRAINIANS

- Immigration status
- Financial
- Housing - referrals
- Food Support
- Language specific services



NEEDS/ SUPPORTS FOR AFGHAN REFUGEES & DISPLACED UKRAINIANS

- **Mental Health/Crisis Counselling
nonclinical referrals**
- **Educational awareness life in Canada
systems, shopping, banking, rights,
schooling**
- **Social connection**
- **Employment CCS / referrals community,
jobsites**

SERVICE IMPACT



“These three months passed very quickly: new acquaintances, school, new experiences. I met good people in Canada. I am deeply grateful to the Catholic community, taxpayers and the Canadian government for supporting us, Ukrainians, in this difficult time.”

“This is very new. I learned many new ways of thinking. I want to be kind to people and be good. Learning dimensions of diversity will help me a lot to understand people and myself.”



“That day I was so overwhelmed seeing there was a snow storm and still we couldn't find a place to stay that I was freaking out. I thank CCS for not leaving me alone in my search for an available shelter. In addition to having found a spot for myself and my family, I felt accompanied, I felt that my problem mattered to someone and I am grateful for that”



KEY CONSIDERATIONS

- **Leveraging collective & coordinated proactive approach**
- **Social inclusion - are supports timely, inclusive, needs-based & culturally appropriate?**
- **Skills enhancement - are these in-demand skills training? Is it Accessible? Affordable?**



KEY CONSIDERATIONS

- **Health & Wellness:**

Are trauma-informed practices at fore front?

Non-discriminatory? Client-centered?

Psycho-social embedded?

- **Service Coordination:**

Is there engagement /participation at touch point?

Is there a wrap-around approach to service delivery?

Are there clear goals? Are these transformed to align with changing needs?



Get in Touch



Contact us for more info



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ENHANCING ECONOMIC INTEGRATION AFGHAN AND UKRAINIAN NEWCOMERS

Fiona Yang



CCS Employment Access Program

The CCS Employment Access Program offers a diverse range of services and supports, including eight distinct programs.

Our goal is to empower newcomers by preparing them with the knowledge, attributes, and skills essential for navigating and succeeding in the Canadian job markets.



EMPLOYMENT ACCESS PROGRAM



LANGUAGE AND SKILL TRAINING

- ELT-Healthcare professional
- Child Minding
- Food handling
- Supply Chain

EMPLOYMENT ACCESS & SUPPORT

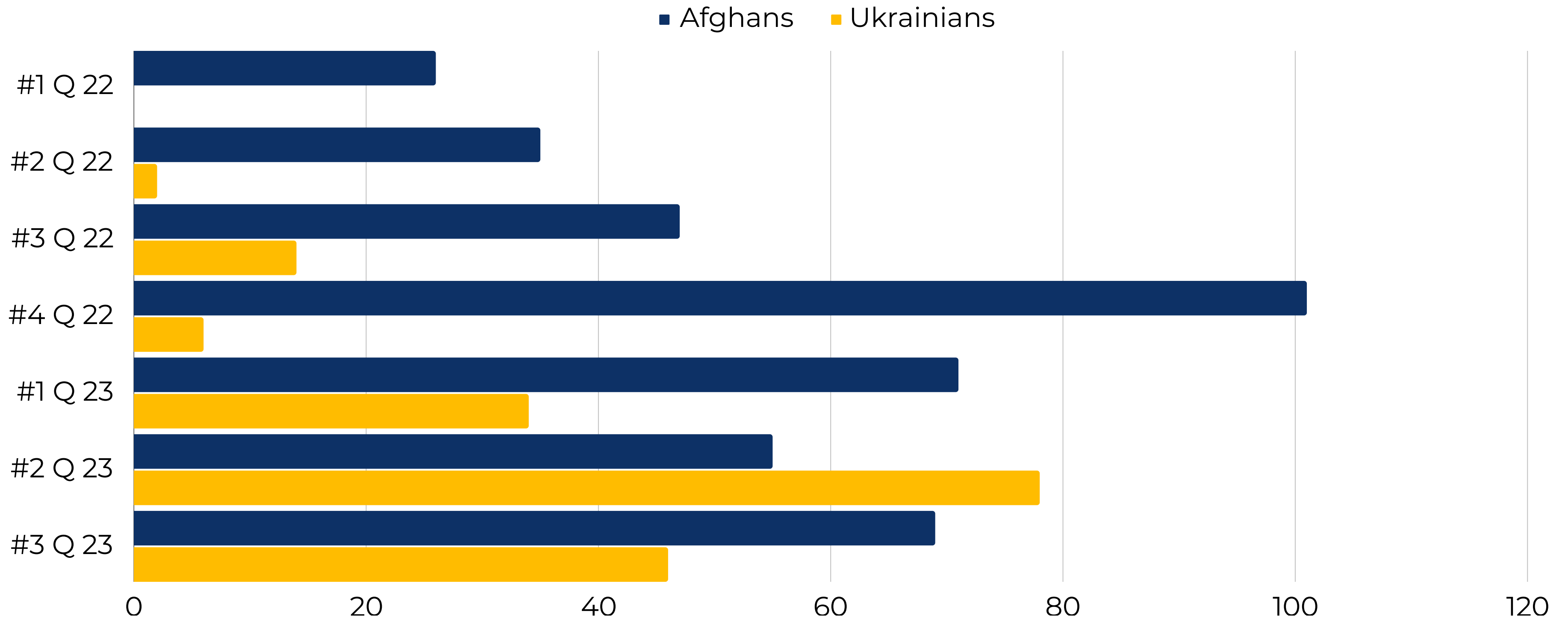
Coaching
Counselling
LMI

SELF-EMPLOYMENT

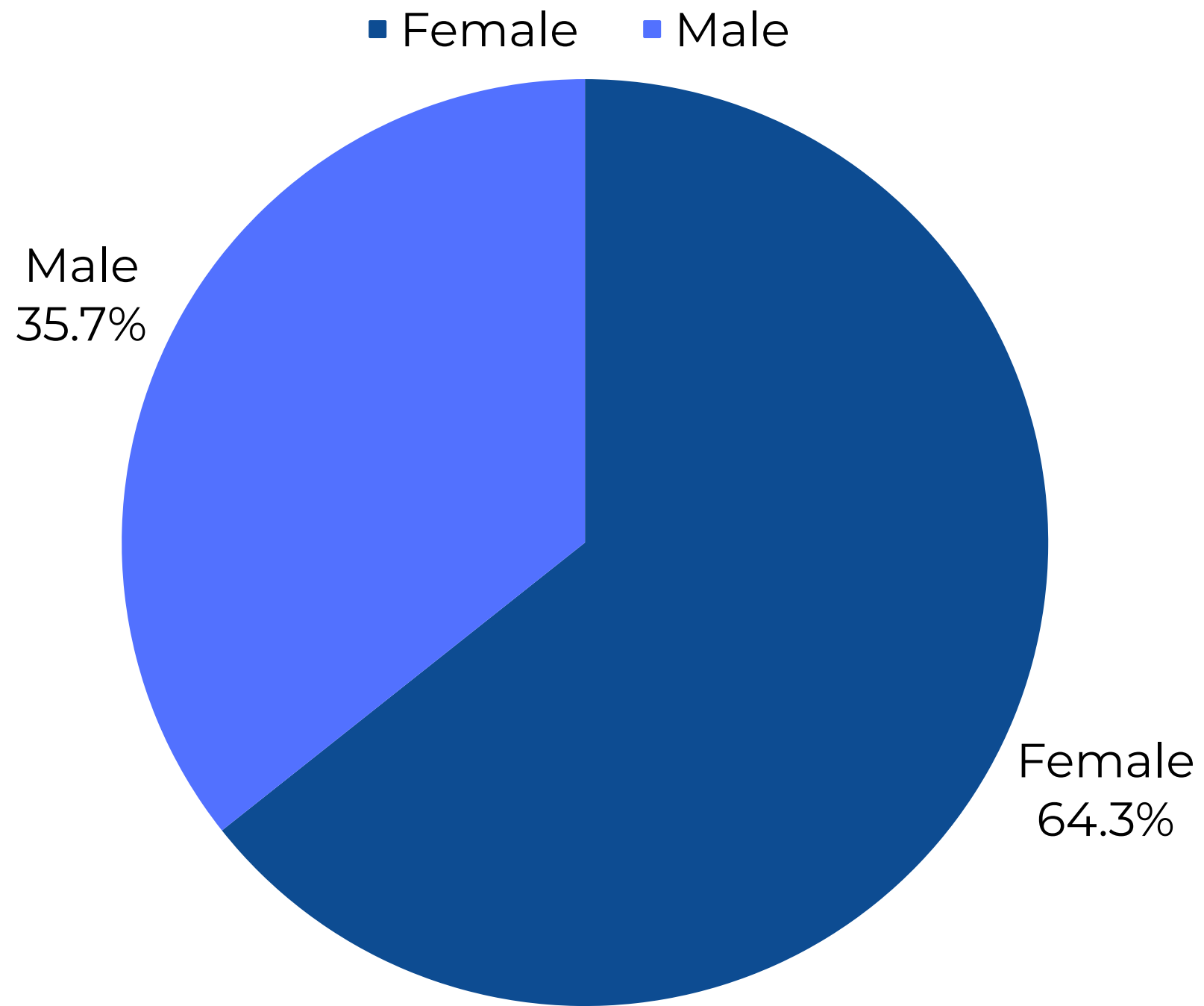
NEWCOMER WOMEN SUPPORT

EMPLOYER CONNECTION

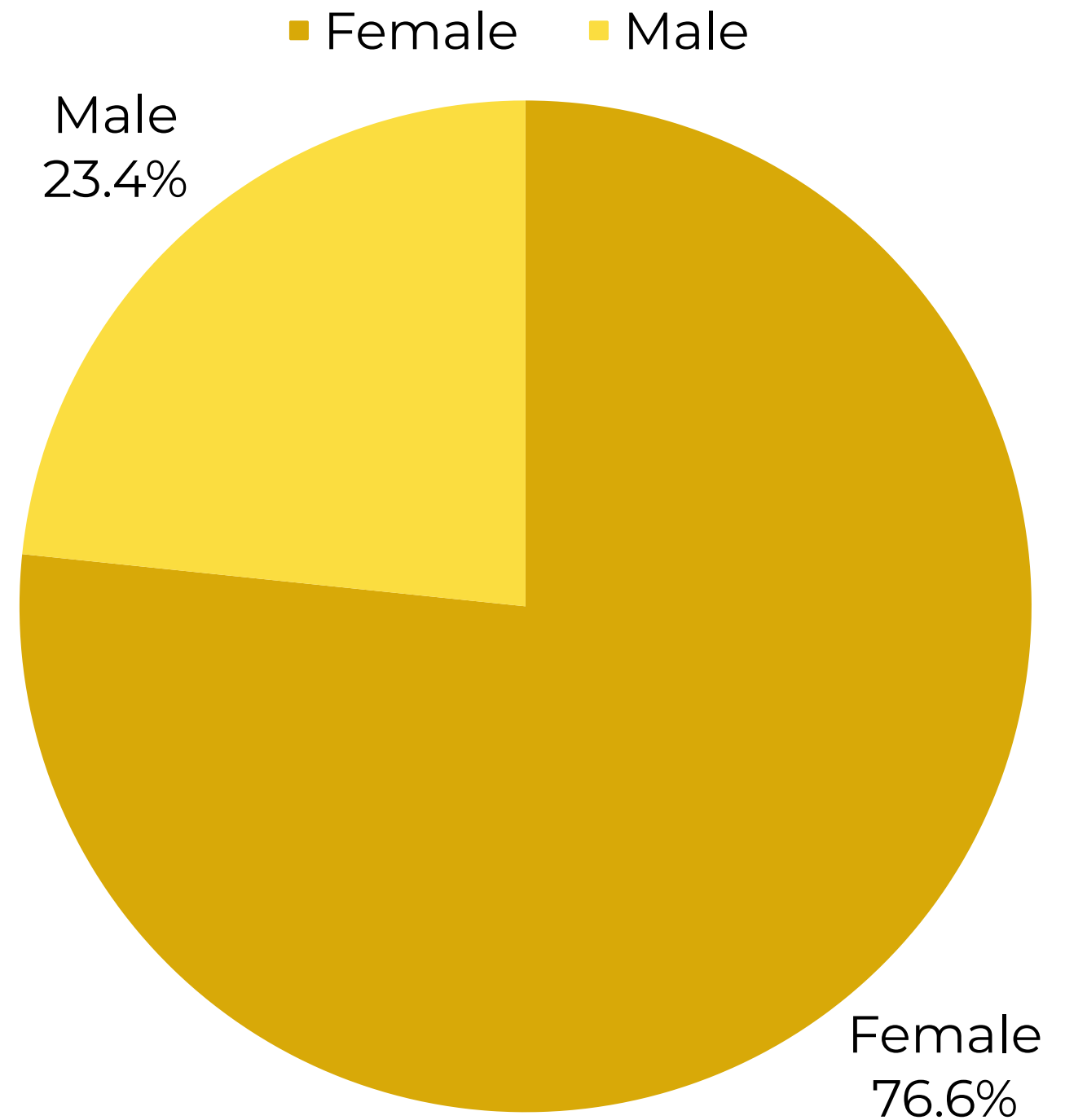
Client Metrics Afghan and Ukrainian Statistics



Client Metrics-Afghan and Ukrainian



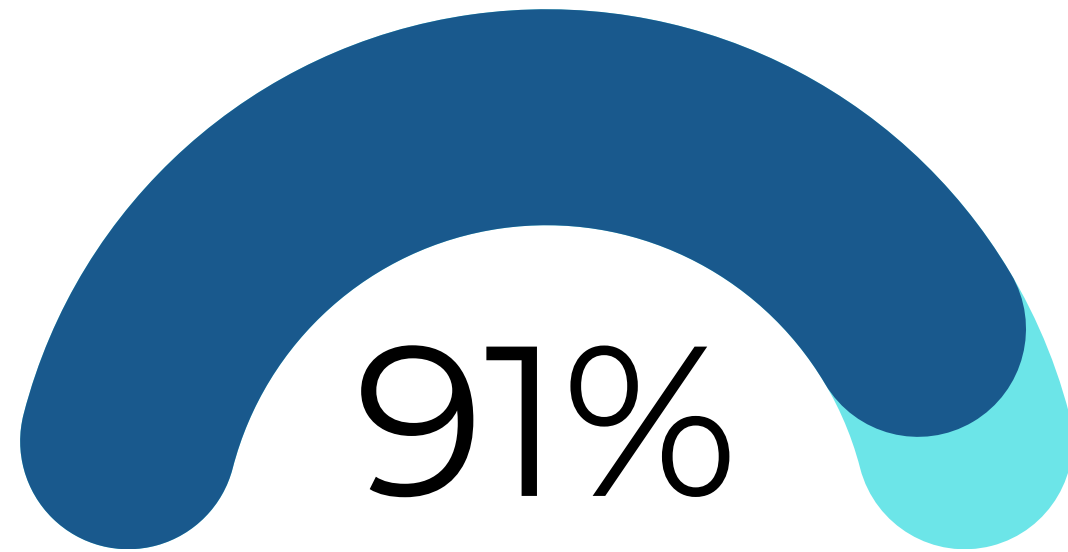
AFGHAN NEWCOMERS



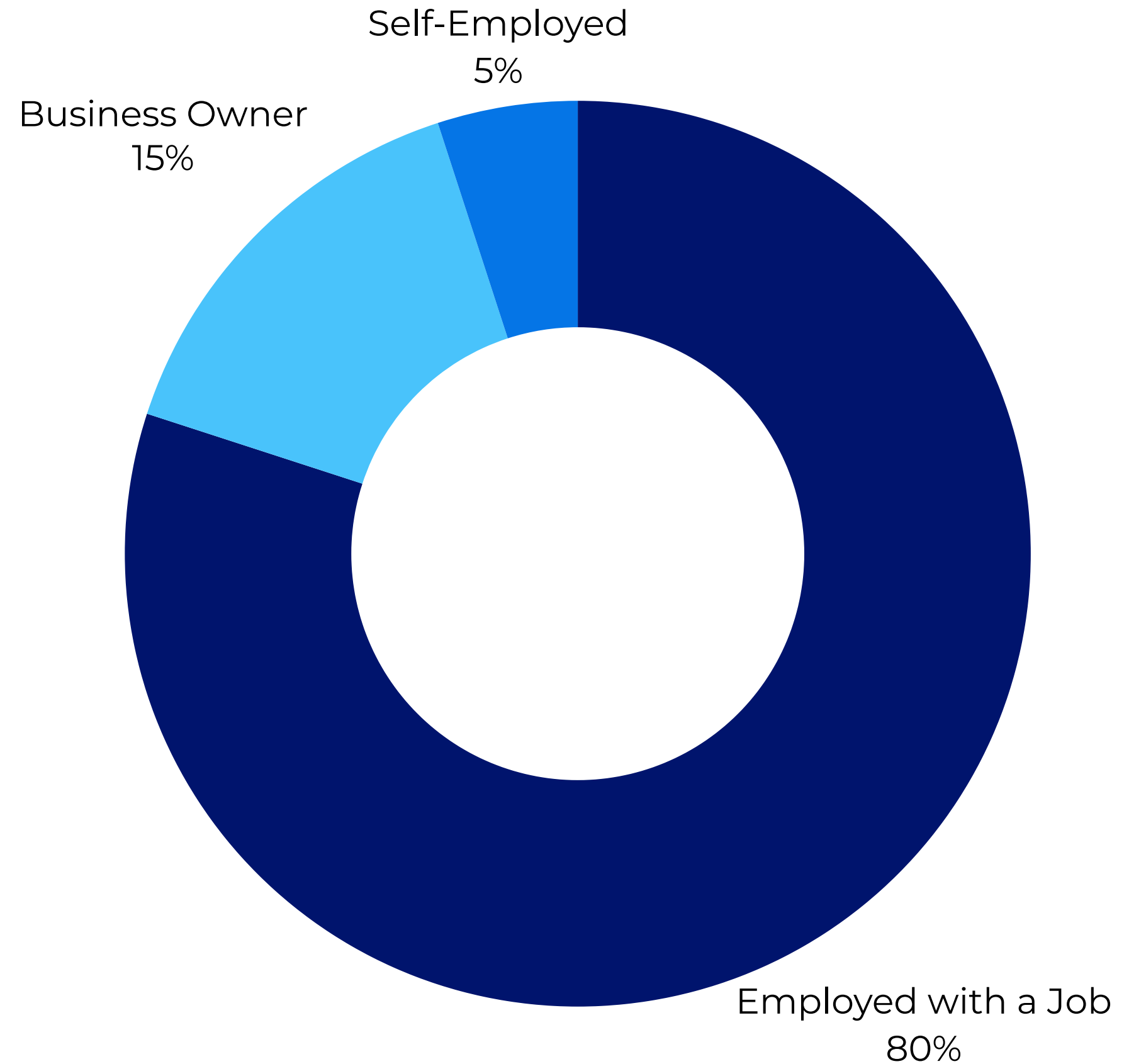
UKRAINIAN NEWCOMERS

Employment Status - Afghan Clients

NOT EMPLOYED

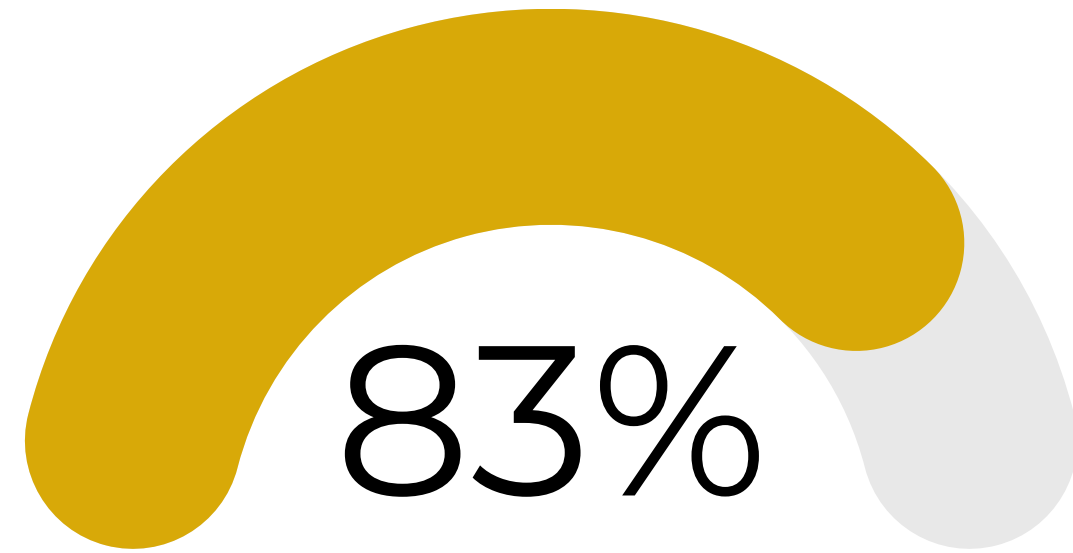


INTENDED EMPLOYMENT STATUS

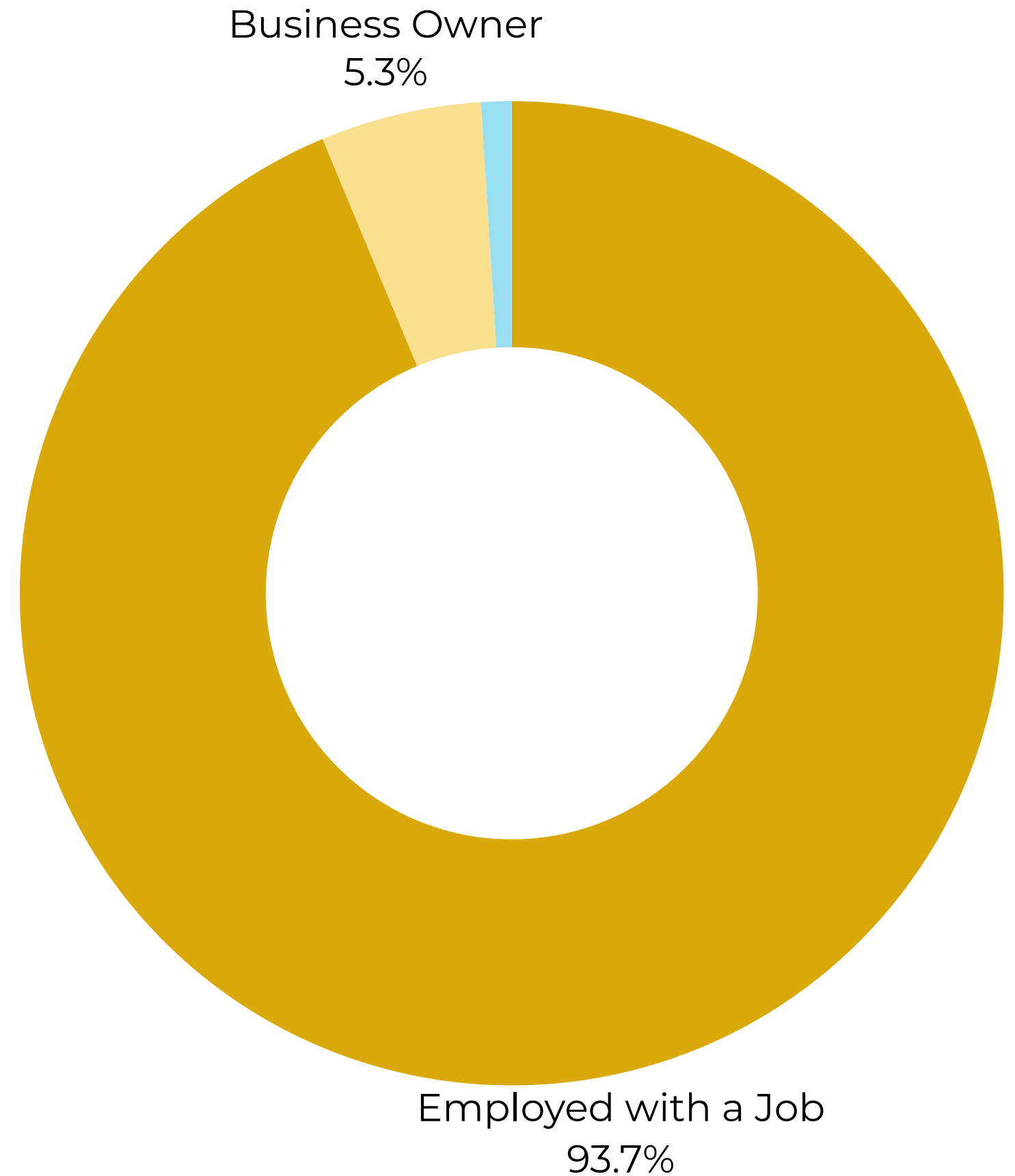


Client Metrics Ukrianian Clients Statistics

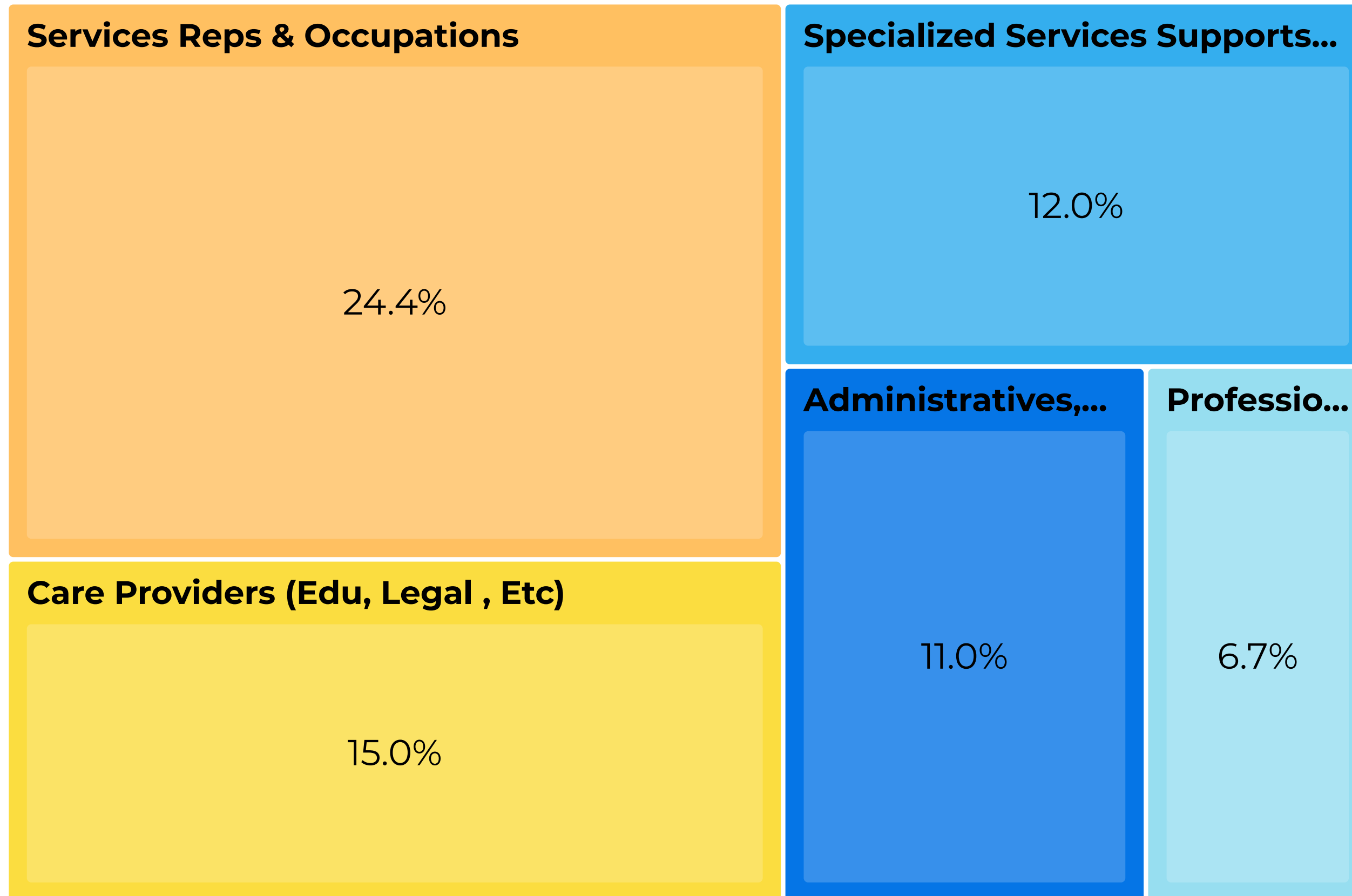
NOT EMPLOYED



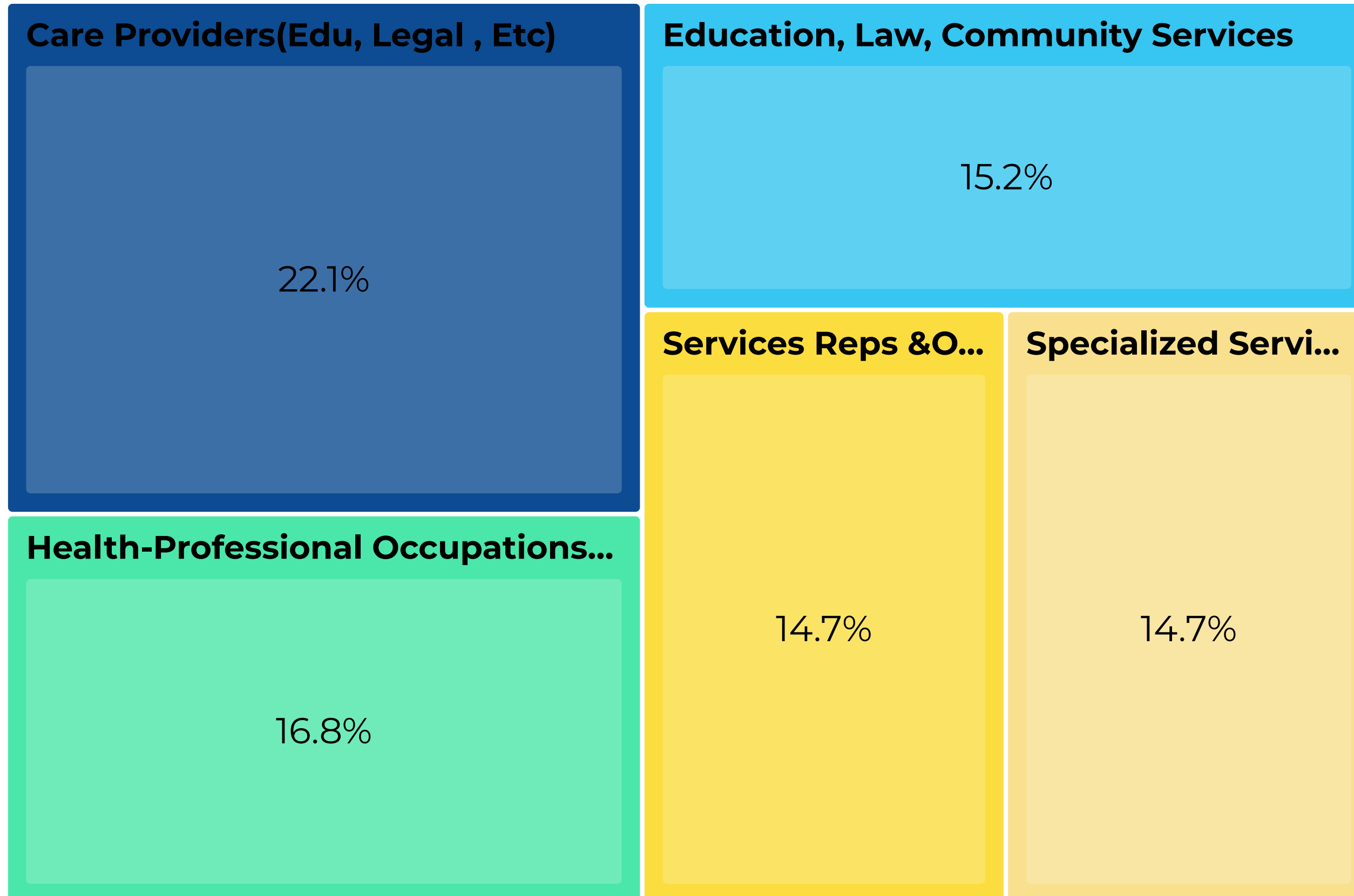
INTENDED EMPLOYMENT STATUS



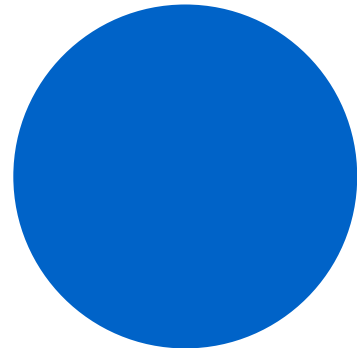
Intended Occupations -Afghan Clients



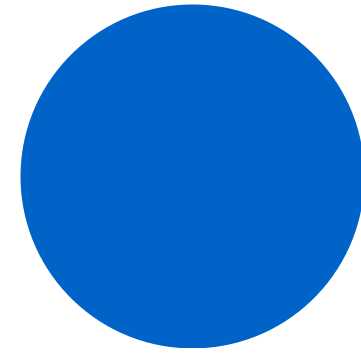
Intended Occupations - Ukrainian Clients



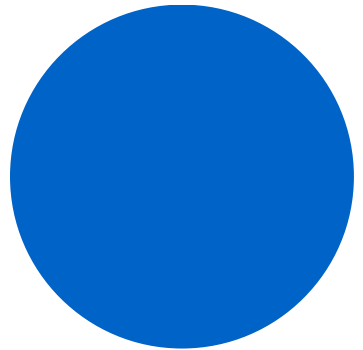
Hurdles & Roadblocks to Employment



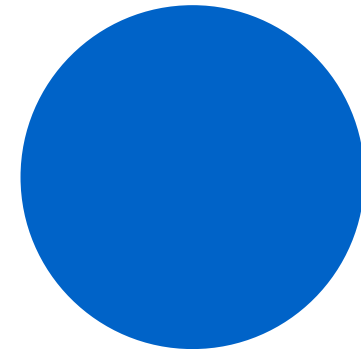
Language Barriers



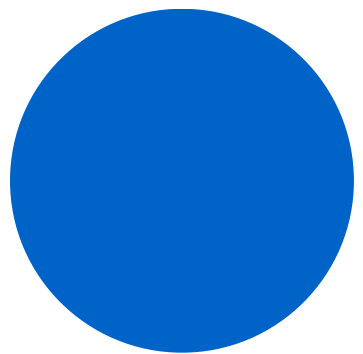
Credential Recognition and Process



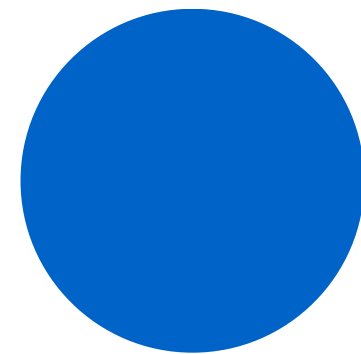
Digital Literacy Level



Licensing and Certification Process



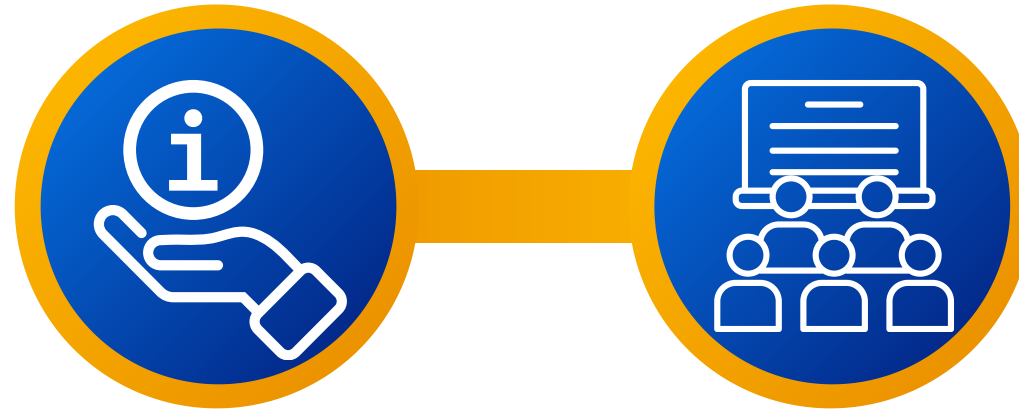
Lack of Social Capital and Professional Network



Managing Expectations and Mental Health Struggles

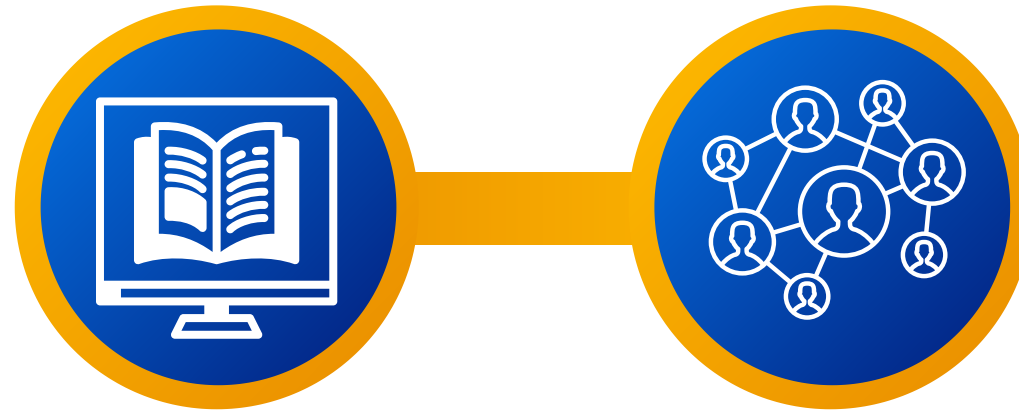
SERVICE DELIVERY APPROACHES

Timely & Updated Information and Referrals



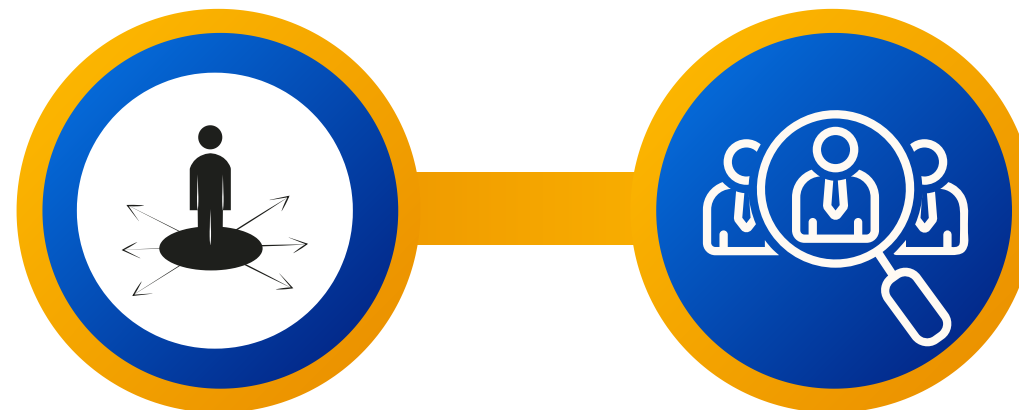
Language Class with Skill Training Components

Digital Literacy Support and Training



Building Networks

Job Placements



Employer Connection

WAZHMA'S JOURNEY

“Indeed, the childminding program provided by CCS has offered me a clear path to embark upon my career in Canada. This program has served as an avenue for me to expand my knowledge and expertise, enhance my communication skills, establish valuable connections, and engage in voluntary work at a Childcare Center where I am presently employed. In its entirety, I have thoroughly enjoyed this program. However, my favorite aspect was when we were assigned research topics, leading to fruitful discussions and collective decision-making. This experience proved to be both educational and enjoyable for me. In conclusion, I cannot express my gratitude enough to CCS for this remarkable program, and I wholeheartedly recommend it to fellow newcomers. As a matter of fact, I have already introduced two individuals who are now actively participating in the program. Lastly, I would like to extend my sincere appreciation to Li Wang, who has consistently been an exceptional support helpful, supportive, and cooperative, Nawreen Akhtar-my mentor during the program-whose invaluable knowledge and guidance helped me a lot, and everyone involved in the program.”



YULIYA'S STORY

“The facilitator from Newcomer Women’s program was my main point of contact. She was not just an informative guide but an exceptionally friendly, patient, and polite mentor. Her assistance played a pivotal role in navigating the Canadian job market.

The Employment Access for Newcomer Women program effectively showcased the nuances of the Canadian working culture. The program's standout feature was the inclusion of volunteer hours, offering hands-on experience in case management. This unique aspect set the program apart and equipped me with practical skills. Upon receiving details about an open job position in CCS, I promptly decided to submit my application, eager to seize the opportunity. Energized, I sought further guidance for the Settlement Worker position.”



THANK YOU



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Facilitating Economic Integration through Credential Evaluation

Case Study: Afghan and Ukrainian Refugees

Beatrice Kohlenberg

Associate Director, Program Delivery and Integration



Founded in 1974, WES is a non-profit social enterprise that supports the educational, economic, and social inclusion of immigrants, refugees, and international students. From evaluating academic credentials to shaping policy, designing programs, and providing philanthropic funding, we partner with a diverse set of organizations, leaders, and networks to uplift individuals and drive systems change.



Our Vision

Everyone is able to put their education, experience, and skills to work **anywhere** in the world.

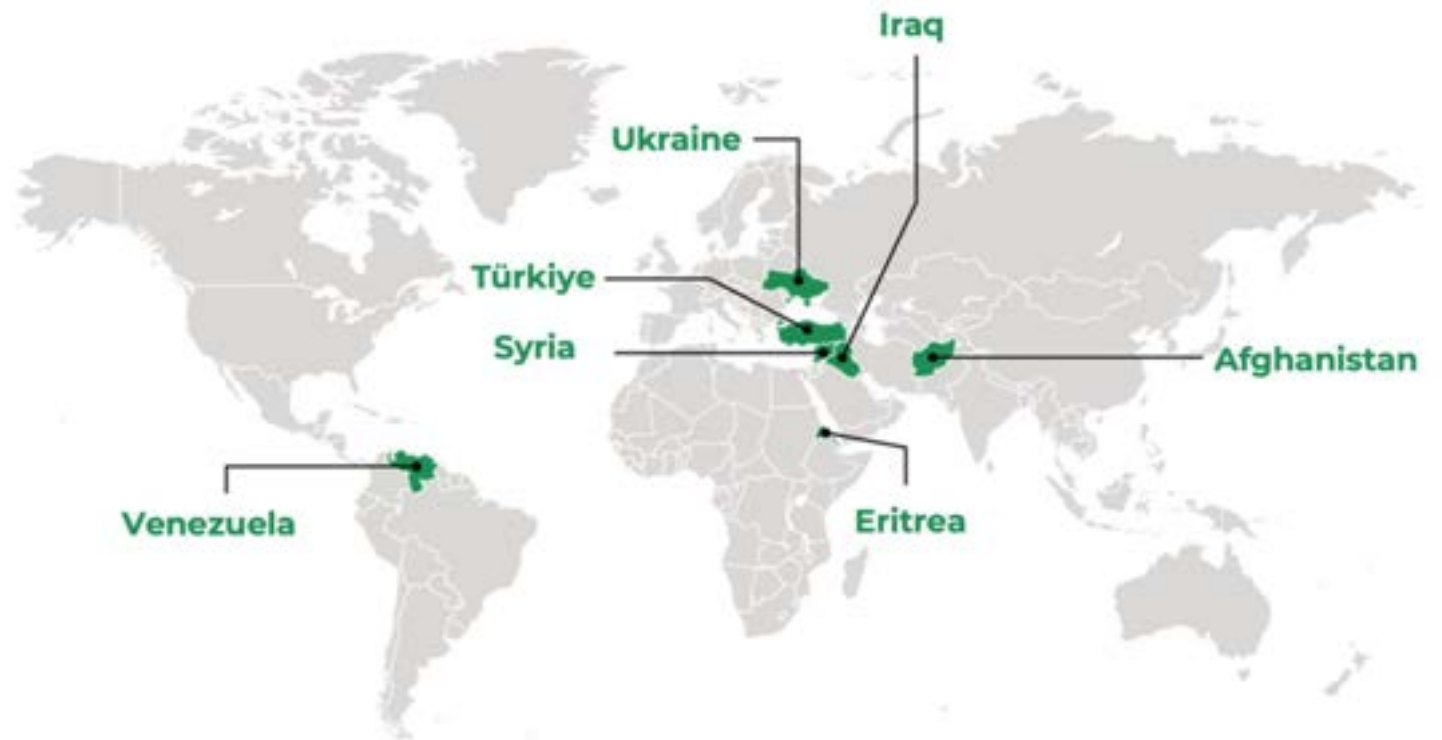


Our Mission

We help people **learn, work, and thrive** in new places. We help society **recognize the value** of people's education and experience.

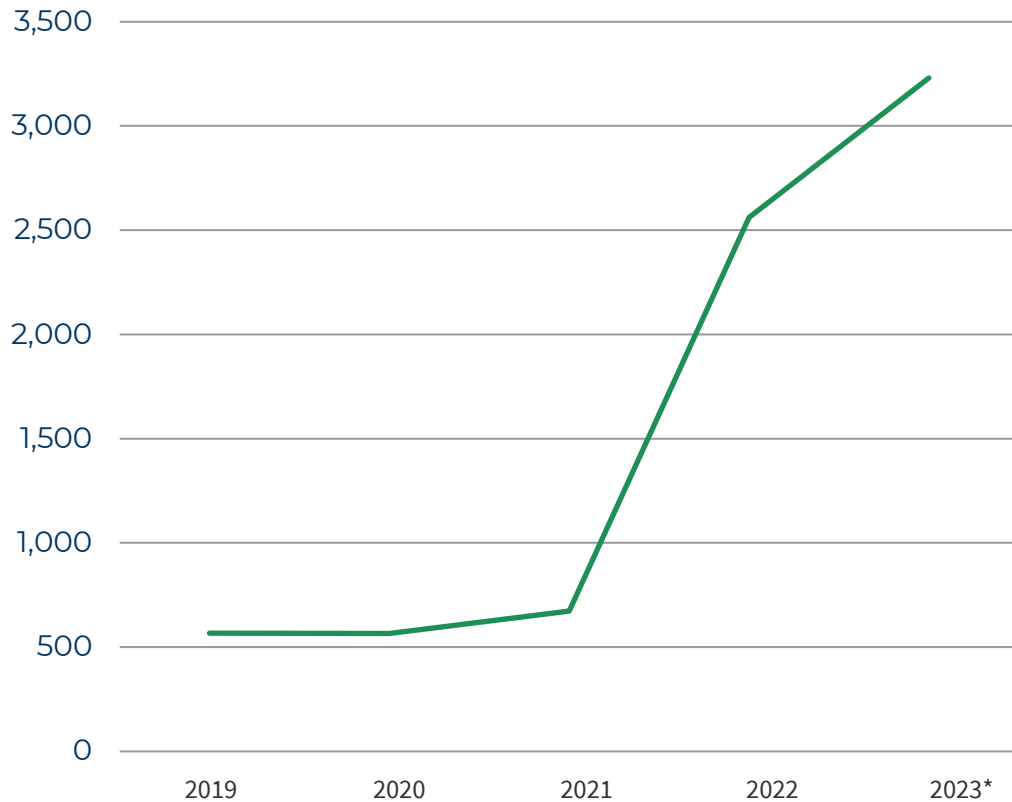
WES Gateway Program Overview

- The **WES Gateway Program** assesses educational credentials of individuals who have been displaced as a result of adverse circumstances and have limited proof of academic achievements.
- WES works with a network of **referral partners** to identify eligible individuals.
- Since its launch, **8,000+ individuals** have accessed the program in Canada.



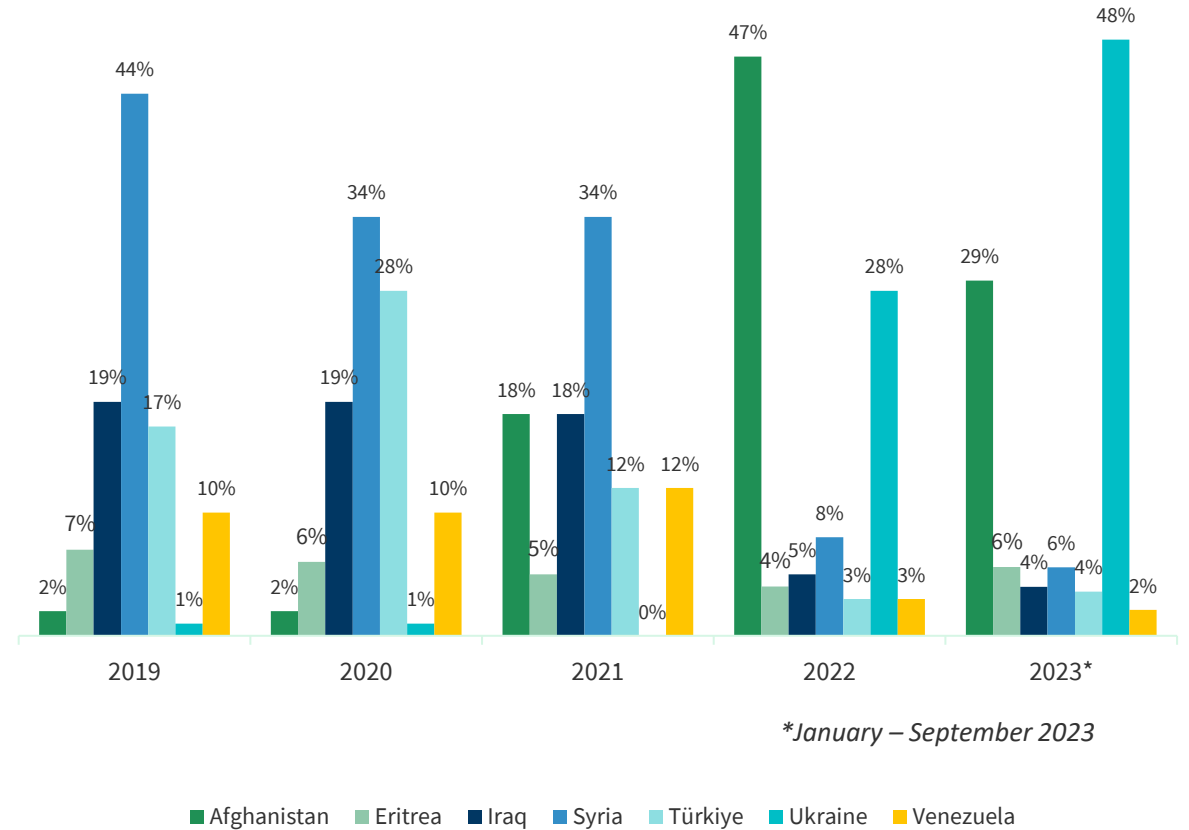
WES Gateway Program Overview

WES Gateway Program Applications



*January – September 2023

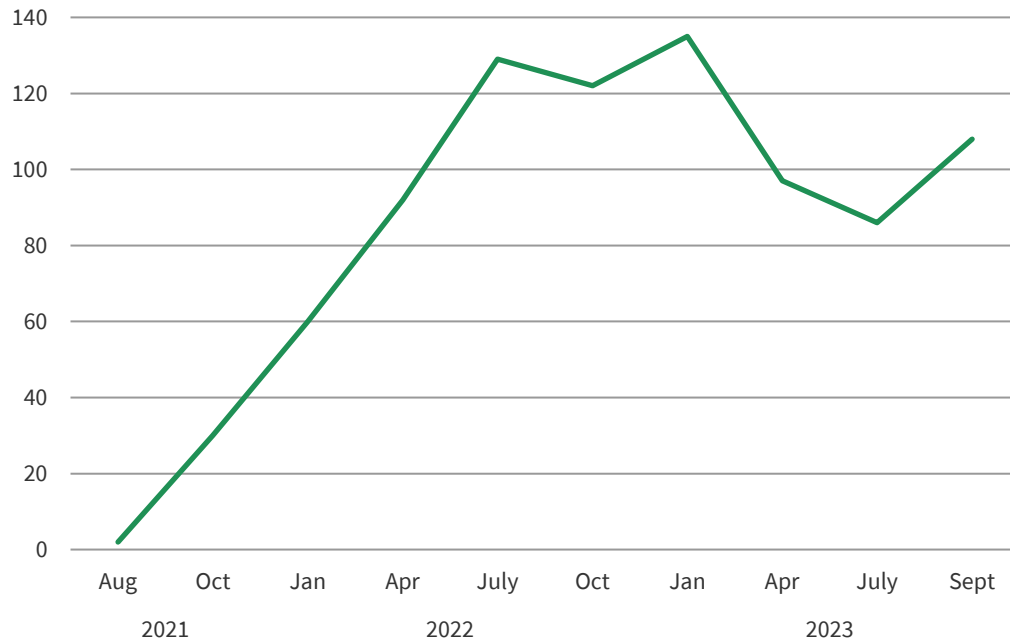
Applicants' Countries of Education



*January – September 2023

Afghanistan

Program Access: Afghanistan



Challenges

- Rapid response plan to meet anticipated demand
- Working with clients early in the settlement journey
- Raise awareness of credential evaluation as a career planning tool

Solutions

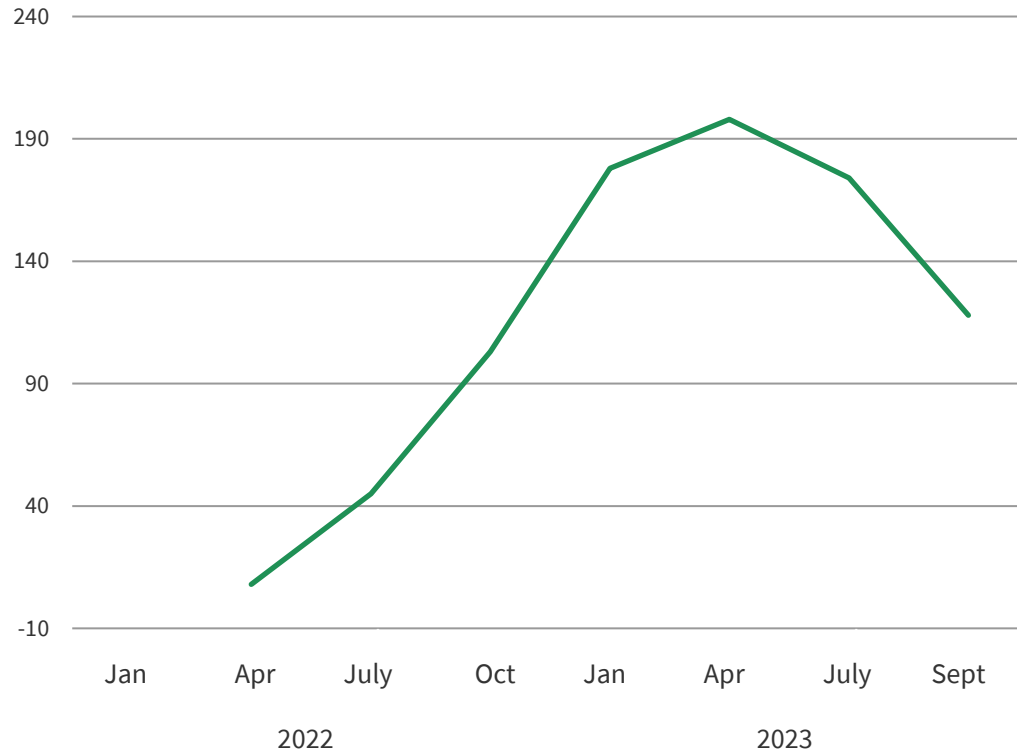
- Partnerships with service providers in hotels
- Communications through the RAP network
- Promotional materials in Dari

Successes

Nearly 200 clients have been able to use their evaluation reports to apply to higher education institutions or licensing bodies, or to seek employment

Ukraine

Program Access: Ukraine



Challenges

- Initial uncertainty around CUAET visa holders' needs and eligibility for services
- Lack of information on settlement location
- Sharp increase in demand for credential evaluation
- Lower service usage

Solutions

- Promotional materials in Ukrainian language
- Shared information through informal communication channels used by clients (social media, community groups)

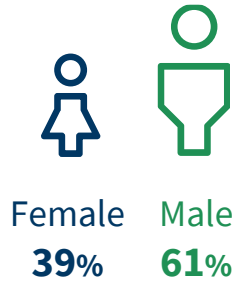
Successes

Facilitated the hiring of 15 Ukrainian researchers through a special program run by Natural Resources Canada

Applicant Profiles

AFGHANISTAN

Gender

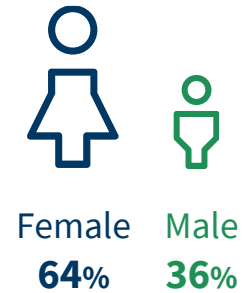


Age

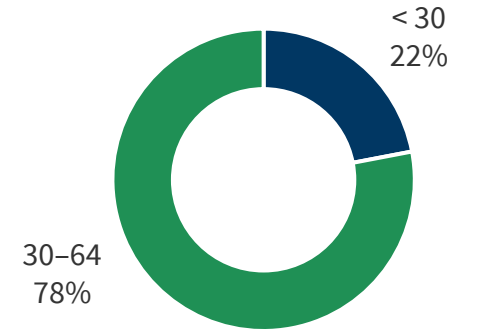


UKRAINE

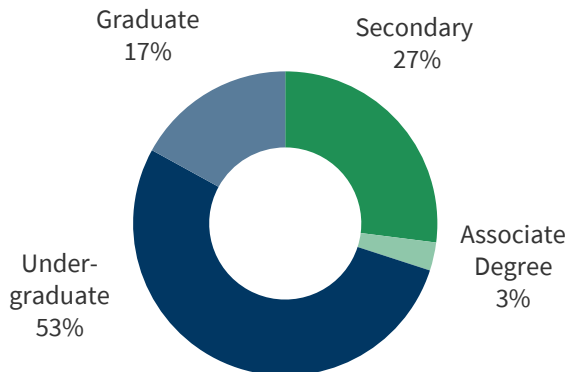
Gender



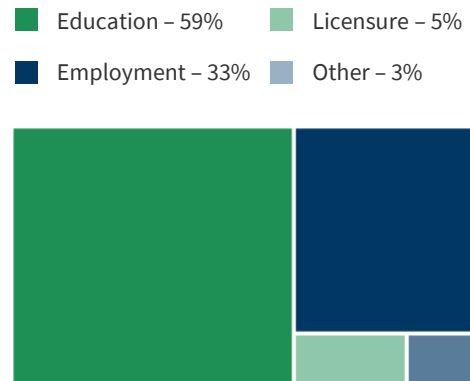
Age



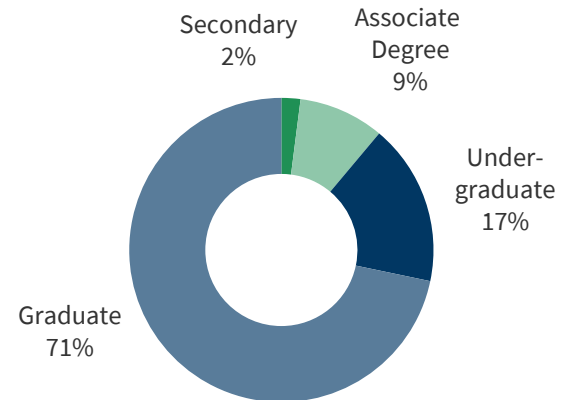
Highest Degree



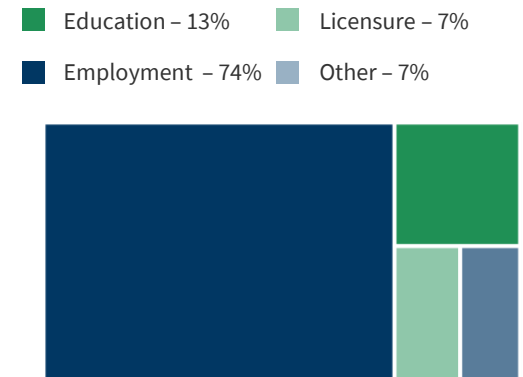
Purpose of Evaluation



Highest Degree



Purpose of Evaluation



Key Lessons Learned



One size does not fit all. Different settlement journeys require different approaches.



Settlement is complex, and there is no single solution to its many challenges.



Multi-stakeholder interventions have the best chance of addressing the challenges holistically.



Strong partnerships built on shared mission and trust and a collaboration mindset are essential.



Early intervention boosts client motivation, fosters hope, and helps clients with career planning.



To communicate effectively, it is critical to **share information in the clients' native language.**



It is important to **embed clients' voice and lived experience** in program delivery.

Thank you!

Need more information?

Visit wes.org/ca/gateway

Breaking Barriers

Empowering Newcomer Women
Exploring Innovative
Supports & Approaches

Presented By: Manjeet Badyal



www.ccscan.ca

<https://www.wsrwomen.ccscan.ca/about>



CCS
Catholic Crosscultural Services



Multi-Platform Accessibility

Ensuring equitable access to digital and telephone-based resources is essential to empowering women and promoting equality.

By providing accessible platforms, our goal is to narrow the digital divide, empowering women to reach essential information, access support services, and connect with resources across various channels.

Challenges Faced by Women in Transition

Understanding the Journey

Accessibility - How can we enhance women's access to services and opportunities?

Awareness - How do we raise awareness?

Resource Mapping - What resources are currently present in our community, and how can we identify and address any existing gaps?

Values - What essential elements and values should be integrated into services for women, considering the diverse experiences and barriers they encounter?

Connections - How can we actively build, foster, and encourage women to connect with their communities, empowering them to make informed decisions and access relevant information?



Women Settlement & Resource Project – Develop digital, print, and telephone-based resources in different languages.

2023

Women's Empowerment Project - Safe access to individualized support during the Covid-19 pandemic.

2021

Momentum of change: Timeline

2022

Women Wellness Program– Access to information and support for the overall well-being of women and families.

Bridging the gap

Language Resources

Limited proficiency in the first language can make it difficult for immigrant women to access essential services.

Digital Resources

Leveraging 21st-century skills and technology to establish a central hub that allows women to access both printed and digital resources as per their needs.

Telephone-Based Support

Integrating telephone-based support for women into the digital world involves utilizing technology to improve the accessibility, reach, and efficacy of support services.

Multilingual Toolkit

Easily accessible and user-friendly toolkit, available in both print and electronic formats. Carefully designed using clear and simple language for user convenience.

Goals

Harnessing the momentum of change to empower women involves ensuring that access to information and resources is optimized for easy use. This can be achieved by leveraging 21st-century skills and technology, facilitating seamless access to services and resources in their native language.

Goals 1

Develop

Develop digital and telephone-based resources accessible to all newcomer, refugee, and visible minority women.

Goals 2

Design

Design and facilitate group activities empowering women to explore digital tools, fostering information access, resilience, and social connections.

Goals 3

Multilingual

Develop and translate resources for newcomer immigrant and refugee women in major demographic languages

Goals 4

Multi-Platform

Access to a digital and telephone-based resource toolkit in different languages for newcomer, immigrant, and refugee women.

Summary of Wix Analytics

The WSR website, launched in June 2023, serves as a platform for clients to access online resources. Since its inception, the website has garnered a total of 444 site visits. Notably, 284 visits were made through mobile access, while 161 were via desktop.



Measuring Impact

Metrics to measure the toolkit's impact include:

- Tracking the number of users
- Assessing changes in access to type of resources, demographics and behaviors
- Gathering feedback



Get in Touch



Contact us to get more info



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